

## **Office of Small and Disadvantage Business Utilization (OSDBU) Logistics Support Contract**

- 1. Introduction.** The Department of Veteran Affairs (VA) Office of Small and Disadvantaged Business Utilization (OSDBU) is the federal government source for validating and ensuring the veteran and service connected disabled veteran small business are properly vetted and classified before receiving a contract award by any federal agency. The main purpose of the organization is to prevent fraudulent contract awards to firms that are falsely claiming a veteran status for various set aside awards.
- 2. Scope or Purpose. Operations: Administration, IT Desktop Support, Logistics:**  
Contractor shall oversee, direct and coordinate the activities of contract members of the Operations team. Maintains a day-to-day status on projects assigned to the team. Contractor will ensure the highest customer service due to Operations vital OSDBU mission support role. Makes assignments to team members and ensures timely performance and satisfactory quality of work. The purpose of the contract award is to provide analytical and management support to the Operations Directorate of OSDBU.
- 3. Period of Performance.** TBD; Base plus 4 Options
- 4. Place of Performance.** 801 I Street NW, Washington D.C. 20536 and/or 90 K Street NE, Washington D.C. 20002
- 5. Travel.** NONE
- 6. Task statement.**
  - a. Facilities, Space, Office Administration and Courier Management;**  
Management, coordination, and recommendation of occupied and unoccupied realty of OSDBU Operations Center. Coordinates and tracks movements of personnel in assigned facilities. Coordinates and/or provides courier service of documents between the various assigned facilities to include facilities outside the listed facilities in paragraph 4. Direct correspondences received in OSDBU from the various formats, i.e. electronically, telephonically, etc. and manage the operations of the daily mission for the operations center. Provide administration and reception support for the Operations and Executive leadership staff; manage meetings to ensure accurate and timely distribution of invitations, requested agendas, confirming facility availability, reserving conference rooms and equipment, scheduling, planning meetings and dry runs, preparing and issuing the final agenda, obtaining leadership reviews and coordination; preparing copies of presentation material, arranging escorts; providing transportation, and making security arrangements to allow staff and guests access to facilities. Weekly report of assigned tasks and status.  
  
Upon OSDBU acquisition of space, manage conference and meeting spaces needs to facilitate productive, engagement, outreach and decision-making events. Contractor provides management of shared and dedicated conference and meeting rooms, as well as office and other available work space, located

within VA and OSDBU and building 801. Contractor will utilize existing VA systems and resources and create a process that includes a centralized system: scheduling, reservations, room configuration (furniture), meeting setup and breakdown, and coordination of technical support (IT, audio-visual and teleconference lines).

Contractor shall the contractor's reception support shall include:

- i. Provide reception support to federal team members Monday – Friday, excluding government holidays and closures, from 8:00 am – 5:00 pm each day or as determined by Federal staff
  - ii. Answer, screen, and refer telephone calls received and refer visitors IAW OSDBU SOP;
  - iii. Keep a daily record of the number and types of calls received;
  - iv. Escort staff and guests requiring access to VA and OSDBU facilities
  - v. Maintain calendars, make appointments, arrange meetings and handle travel arrangements for Operations team;
  - vi. Create advanced internet-based search to support Operations requirements;
  - vii. Attend meetings, record and report on the proceedings;
  - viii. Review incoming and outgoing mail, materials and correspondence for internal consistency and conformance with appropriate procedures;
  - ix. Connect callers to Help Desk if they have questions; and
  - x. Upload and manage documents and business processes in designated OSDBU MIS
  - xi. Create spreadsheets/reports as needed to support management of OSDBU operations;
  - xii. Conduct activities and services in accordance with OSDBU standards
  - xiii. Complete Activity Reports and Performance metrics for Operations
  - xiv. Weekly and monthly executive and operational reports summarizing performance metrics and analyses of customer service levels/standards
  - xv. Benchmarks against other contract and industry standards
  - xvi. Other administrative and reception support as required
  - xvii. Contractor shall receive, sort, track incoming and outgoing USPS and courier mail as well as interoffice and interagency mail or packages, and:
    1. Certified, and registered mail
    2. Special "hand carry" messenger service as requested or as scheduled
    3. Domestic and international express and ground shipment
    4. Express/Overnight delivery
    5. Electronic processing of inbound and outbound certified mail, including proof of delivery
    6. Processing domestic and international express and ground shipments
  - xviii. Liaison presence at OSDBU remote locations twice weekly (or as needed) to support operation's needs
7. Work access support for federal, contractor staff in support of the administration of Datawatch, Badge, CITRIX/VPN, re-certifications for staff and ensure full compliance with HSPD-12 and VA and building management regulations, directives and guidelines.

8. As directed provide escort for maintenance workers and delivery personnel requiring access to VA and OSDBU facilities
9. Continuity of Operations and Evacuation support to staff

- a. **Information Technology Desktop Support;** Provide high-quality, timely response for desk-top support and telecommunication issues. Provide IT User Support to OSDBU Staff. Support of internal OSDBU applications that are on SharePoint and VCMS/VEMS platforms. Weekly report of work requested, and status of assigned projects.
  - i. Resolve questions concerning application software, hardware, and network access problems and assist customers in elevating trouble tickets to the VACO Help Desk for resolution;
  - ii. Log and track requests for resolution of hardware, software, and network access problems, and handle basic setup and replacement of hardware and software applicable to end users;
  - iii. Respond and resolve quickly service problems by phone to the maximum extent possible and at the client station when required;
  - iv. Inform users and federal supervisor daily of progress on all actions;
  - v. Provide on-site repairs for initial trouble shooting of desktop computers, laptops, printers, monitors, and other peripherals;
  - vi. Submit and track trouble tickets to the VACO Help Desk;
  - vii. Track equipment repaired by OIT to ensure that work is done in a timely manner;
  - viii. Coordinate with federal designee and OIT for the installation, service, technical consulting, and repair of desktop computers, laptops, printers, and other computing resources;
  - ix. Develop and maintain user help guides, as required;
  - x. Develop and conduct user training of supported hardware and software;
  - xi. Assist the designated Government Manager in maintaining accountability of the IT inventory of computers, computer components, communications equipment, and peripheral components to ensure equipment accountability and facilitate replacement time;
  - xii. Maintain a detailed inventory of IT Assets;
  - xiii. Respond to requests for assistance within five (5) minutes; unless handling other customers or trouble tickets; and all voice mail messages received during duty hours shall be answered within one (1) hour of receipt; and all e-mail messages shall be answered within one (1) hour of receipt; 90% of level 1 service requests are resolved within one (1) hour of diagnosis of the problem;
  - xiv. Maintain log of all IT issues: daily report shall be in the form of accepted monthly IT trouble ticket tracking reports;
  - xv. Report of progress and resolution of issues: All calls placed are answered within 30 seconds unless handling other customers or trouble tickets; and all voice mail messages received during the duty hours are answered within two (2) hours;
  - xvi. Log the progress on unresolved issues elevated to level 2: All referrals from Level 1 are resolved (ticket closed) or referred to Level 2 (OIT) within eight (8) working hours of initial call;
  - xvii. Prepare User Help Guides, Materials developed for training, Reports of training conducted: Based on guidance from the Operations Division;

- xviii. Prepare Report of Monthly IT Assets: Tasks shall be submitted in writing using SharePoint, Microsoft Excel, or Microsoft Access; and
- xix.** Provide Federal lead with daily reports that reflect status of IT support actions.
- xx. IT Equipment Inventory shall be IAW OSDBU and VA policies, as well as procedures and internal procedures. .

**b. Logistics Analysis and Management;** Supply and inventory management of supplies and capital equipment within the organization. Perform demand analysis and market research of potential items for procurement within the office. Weekly reports of supply usage and research materials for procurement. Monthly report of inventory management. Contractor shall maintain and prepare necessary accounting and supply documents, custody records, perform inventories and reconciliations for federal review and execution. Support annual or scheduled inventory preparation to include reports, management systems and other documentation as needed. Contractor shall also conduct vendor research; assist in all actions dealing with receiving, inspecting, storing, preparing, delivery, shipping and disposal of equipment, supplies, customer – owned stock, and other promotional /advertising materials.

**10. Delivery Schedule.** [Complete the table below based on deliverables defined above]

Task	Deliverable	Quantity	Delivery Date
Program Management	<ul style="list-style-type: none"> <li>Customer service/quality/performance metrics</li> <li>Quarterly and annual trends by service area</li> </ul>	Weekly or as requested or prescribed in policy/work instructions	Every Thursday or as requested or prescribed in policy/work instructions
6a- Office Administration	<ul style="list-style-type: none"> <li>Daily Suspense/Tasker</li> <li>Agenda and meeting minutes within 3 days of meeting</li> <li>Meeting location within 72hrs of meeting initiation</li> <li>Weekly meeting schedule and real-time updates</li> </ul>	Weekly or as requested or prescribed in policy/work instructions	Every Thursday or as requested or prescribed in policy/work instructions
6a- Courier	<ul style="list-style-type: none"> <li>Mail and Courier tracking (packages/timeliness/responsiveness)</li> <li>Work requested, tasks assigned and status report</li> </ul>	or as requested or prescribed in policy/work instructions	Every Thursday or as requested or prescribed in policy/work instructions
6a - Logistics	<ul style="list-style-type: none"> <li>Weekly Reports on building management/space/move actions/activities</li> <li>Draft/Maintain OSDBU COOP plan and train staff quarterly</li> </ul>	Weekly or as requested or prescribed in policy/work instructions	Every Thursday or as requested or prescribed in policy/work instructions

			instructions
6b - Information Technology Desktop Support	<ul style="list-style-type: none"> <li>• Report of resolved and unresolved issues</li> <li>• Log of the progress on unresolved issues still at levels 1 and 2</li> <li>• Report of progress and resolution of issues</li> <li>• User Help Guides, Training Materials, and Training Reports w/in 7 days of new requirement</li> <li>• Report of Monthly IT Assets</li> <li>• IT Assets Report</li> <li>• Monthly IT Assets Inventory</li> <li>• Provide statistical trends of issues and OIT referrals on a weekly basis</li> </ul>	Weekly or as requested or prescribed in policy/work instructions	Every Thursday or as requested or prescribed in policy/work instructions
6c - Logistics	<ul style="list-style-type: none"> <li>• Supply usage and research for procurement report</li> <li>• Customer orders and tracks supply equipment demand history quarterly</li> <li>• Reports statistical data on inventory status, stock level status, product utilization and costs monthly</li> <li>• Monthly inventory of all supplies/equipment locations</li> <li>• Inventory reconciliation report</li> <li>• Pickup and delivery schedule/status</li> <li>• Tracks orders, delivery, stock levels of customer-owned stock, and other promotional /advertising materials</li> </ul>	Monthly or as requested or prescribed in policy/work instructions	5 <sup>th</sup> of every month
6c	Tasks assigned and status report Monthly inventory report	Weekly or as requested or prescribed in policy/work instructions	Every Thursday or as requested or prescribed in policy/work instructions

**11. Government-Furnished Information, Equipment, and Facilities.** [The Government will provide working accommodations at one of the locations listed in paragraph 4 above. Also the government will provide equipment required to perform the tasks listed in paragraph 6.

**12. Key Personnel.** None

**13. Task Order Quality Assurance Surveillance Plan (QASP).** [Complete table below based on requirements. It is the responsibility of the TO COR to ensure review and contractor compliance with these standards.]

<b>Deliverable or Requirement</b>	<b>Performance Standard</b>	<b>Surveillance Method</b>	<b>Outcome</b>
<p>[Insert]</p> <p>[Example: Delivery of Services]</p> <p>[Example: Quality of Deliverables]</p>	<p>[Insert]</p> <p>[Example: Services shall be provided in accordance with the Deliverable Schedule 100% of the time]</p> <p>[Example: The services shall meet the requirements as outlined in Section X of the IDIQ Contract]</p> <p>[Example: Deliverables shall be free of grammatical and typographical errors 95% of the time]</p>	<p>[Insert]</p> <p>[Example: 100% inspection. The TO COR will review each Deliverable for quality/timeliness according to criteria established in this TO.]</p>	<p>[Insert additional specifics as applicable. May include performance incentives or disincentives.]</p> <p>Poor performance may result in issuance of a Contractor Discrepancy Report (CDR), as outlined in Section 7.2 of the IDIQ contract. The contractor's performance on this TO will be reported to the Contractor Performance Assessment Reporting System (CPARS) on an annual basis. The CO and COR will make use of information from CDRs, as well as any additional knowledge and information available to them with respect to the contractor's performance, to complete the CPARS.</p> <p>The Government will not pay for services that do not conform or do not meet performance standards, or have not been properly rendered.</p> <p>The contractor will be given an opportunity to correct non-conforming services at no cost to the Government if the services are non-conforming or the contract requirement is unacceptable.</p>